

## Healthy Options – Managed Care Program Frequently Asked Questions

1. What is the difference between DSHS Fee-for-Service medical care and getting medical services through the Healthy Options managed care program?
  - a. Under the DSHS fee-for-service program you may use any doctor, dentist, hospital, pharmacy or other provider who will accept your DSHS medical ID card and bill DSHS for the service. Sometimes it is hard to find providers who will see patients with only a DSHS medical ID card.
  - b. Under the Healthy Options managed care program, DSHS contracts with a health plan to cover most of your medical care. “Cover” means that the service will be paid for by the health plan. In the Healthy Options program you pick a health plan and go to one clinic or doctor who will be your Primary Care Provider (PCP). Your PCP will give you the care you need or refer you to a specialist when needed. Some services, like dental or eyeglasses will still be covered by DSHS with your fee-for-service medical ID card.
2. Do you have to pay for health care services?
  - a. Usually not...If you ask for a service that is not covered by your health plan or by DSHS you will need to agree to pay for the service *before* you get it. If you get a bill for a service you believe is covered, call your health plan’s customer service to help you.
3. How do I enroll in Healthy Options?
  - a. If you are eligible to enroll in a Healthy Options health plan, you can call the DSHS Medical Assistance Customer Service Center at (800) 562-3022. They will help you sign-up and enroll in a health plan in the area where you live.
4. What health plans are available to me?
  - a. Please check the service area map at [Service Area Map](#). If you need more help please call the Medical Assistance Customer Service Center at (800) 562-3022.
5. How do I find a provider in my area who accepts my plan?
  - a. You can look for providers in the Intergrated Provider Network Database (IPND) for the Healthy Options program at <https://fortress.wa.gov/dshs/ipndweb/> You can also call your health plan’s Customer Service center [Plan Info Page](#) and they can help you find a provider.

6. What benefits are covered by Healthy Options health plans?
  - a. Please refer to the [Benefit Matrix](#). This is a list of the most common benefits covered by DSHS, either fee-for-service or through the Healthy Options health plans.
7. Which Healthy Options plan are newborns enrolled in?
  - a. DSHS enrolls newborns in the same health plan as the Mom is enrolled in at the time of delivery.
8. Where can I get more information on the Healthy Options program?
  - a. Send an email to [hresaoccm@dshs.wa.gov](mailto:hresaoccm@dshs.wa.gov) or call the Medical Assistance Customer Service Center at (800) 562-3022.